

Comparisons of Job Characteristics

Focus Occupation: [First-Line Supervisors of Personal Service Workers \(39-1021\)](#)

Associated Occupation: [Ushers, Lobby Attendants, and Ticket Takers \(39-3031\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 51

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation: Ushers, Lobby Attendants, and Ticket Takers (39-3031)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	8.5	15.2	>> Current knowledge level is likely more than sufficient
Food Production	2.1	3.8	3.3	< Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 84

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation: Ushers, Lobby Attendants, and Ticket Takers (39-3031)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Service Orientation	7.9	9.2	10.7	> Skill level is likely sufficient
Social Perceptiveness	9.1	8.8	12.1	>> Skill level is likely more than sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation: Ushers, Lobby Attendants, and Ticket Takers (39-3031)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
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Oral Expression	12.4	10.3	14.4	>>	Current ability level is likely more than sufficient
Oral Comprehension	12.5	9.7	13.7	>>	Current ability level is likely more than sufficient
Speech Clarity	10.2	9.6	11.1	>	Current ability level is likely sufficient
Trunk Strength	5.7	6.4	7.7	>	Current ability level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 66

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)
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Work Activities	Exclusivity of Activity
Direct and coordinate activities of workers or staff	3
Maintain production or work records	19
Resolve customer or public complaints	54
Schedule employee work hours	60
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 0

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)
Associated Occupation: Ushers, Lobby Attendants, and Ticket Takers (39-3031)

Tools and Technologies	Exclusivity
Content authoring and editing software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.